

2017 APAAC Annual Victim Advocate Conference

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Advocacy in Action

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APAAC 2017 Victim Advocate Conference

Objectives

- Victim - centered advocacy
- Individual and system advocacy
- Building liaisons/community partnerships

advisory

ad-vis-ory
advise; giving advice; advisory
role.

advocate
or support (to a cause)
her advocacy of women's
or work of an advocate
ad-voc-ate /advə-
pub-licly in favour of

What is victim defined or victim-centered advocacy?

The victim's experience of the crime or impact of violence, the cultural influences in their life, and their specific life circumstances determine the direction and focus of advocacy, needs and/or and safety strategies.

Goals of Advocacy

- Safety
- Self Determination
- Knowledge
- Restoration
- Justice

Core Values

- Empowerment
- Empathy
- Respect for self-determination
- Nonjudgmental responses
- Respect those we serve
- Do no harm
- The people we serve are our most important teachers
- Value diversity
- Professional boundaries

Advocacy with an Individual

- Understanding their unique situation
- Building a working relationship
- Comprehensive plan to assist them through the crime, situation, process
- Work with them to achieve THEIR goals
 - Yet, also manage expectations of the process

Empowerment Based Advocacy



Disempowering Styles of Advocacy

- The Rescuer 
- Aggressive Advocacy 
- Passive Advocacy 
- "Smile and Be Nice" Advocacy 
- "Bleeding Heart" Advocacy 

Empowerment Definition

Empowerment is a process rather than an event and has many qualities –

- Having decision-making power
- Having access to information and resources
- Having a range of options from which to make choices (not just yes/no, either/or)
- Using assertiveness without backlash from service providers
- A feeling that the individual can make a difference (being hopeful)
- Learning to think critically; learning the conditioning; seeing things differently
- Learning to redefine who we are (speaking in our own voice)
- Learning to redefine what we can do
- Learning to redefine our relationships to institutionalized power

Source – National Empowerment Center, Inc. • 2013

Empowerment Based Advocacy



From the National on Domestic and Sexual Violence: <http://www.ndsv.org/publications/wheel.html>

Empowerment Based Advocacy

- Based on the belief that people are the experts in their lives and know what is best
- Empower people so they can advocate for themselves, take back control of their life and make their and their family's lives better
- We strive not to duplicate disempowering behaviors through the following actions:
 - Not believing them
 - Questioning their choices
 - Telling them what to do
 - Not being truthful with them about the process

First Steps...

- Explain your role:
 - Confidentiality
 - Exculpatory information
 - Mandated reporting
- Discuss with the person what she/he is ultimately wanting through this advocacy

Tips for Starting the Conversation

Let's Discuss!

The Basics...

- Building Rapport
 - **Effective listening**
 - Create a safe space
 - Start with the survivor's
 - Concerns
 - Questions
 - Priorities

connect listen mirror identify respect relate
rapport
 explain build

Listening

We must listen in order to

- understand
- recognize the suffering
- be compassionate
- not be judgmental (don't get caught in judgment of another, that's not your job)

To Listen ...



The Basics.....

- Understanding a person's perspective
 - Think about how this is important for non-DV cases too
- Open-ended questions
 - Sample Script
- Validate
 - Sample Script
- Be aware of their assessment of you
 - How is this unique for a Prosecution based Advocate?
- Understand that their perspective will change



The Basics.....

- Share your knowledge of resources
 - Discuss what options are available
 - Discuss the possible outcomes
- Help the person implement their choices
 - Discuss the steps needed to reach their goals



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The Basics.....

- Support and respect decisions made by the person
 - Each time a person reaches out, she/he is more empowered and gains more strength and knowledge



Image from: <http://www.eduberry.com/support-call/implementation-depau/>

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The Washing Machine Story




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Boundaries & Advocacy


- A vital component of advocacy is having appropriate boundaries



Healthy



Enmeshed



Rigid

- Boundaries are where one person ends and the other begins

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“Boundary Problems”

- Common areas of concern
 - Not addressing “isms”
 - Non-empowering styles of advocacy
 - Unhealthy boundaries
- Difference between being friends and being friendly
 - Start to think about the challenges of working in a rural or non-urban area
- Consider dual relationships
- Consider care of self vs care of others

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CRISIS INTERVENTION – Definition

Focusing on a critical situation, with the aim of restoring the person to the level of functioning before the crisis

(www.humanresources.com/2017/01/01/crisis-intervention/)

THE ROLE OF AN ADVOCATE IN CRISIS INTERVENTION

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Think About...

- How crisis impacts someone
 - Loss of normal coping skills
 - Lack of basic needs
- What stage they are in the process
 - Contact after the initial crisis versus secondary crisis experience at a Trial

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Guiding Principles*

- Build trust & develop rapport
- Listen actively & empathetically
- Promote self - determination
- Make safety a priority
- Balance your needs with those of the person in crisis

* From the National Domestic Violence Hotline (NDVH) training, 2012

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Guiding Principles*

- Build Trust & Develop Rapport
 - Explain confidentiality
 - Explain exceptions to confidentiality
 - Treat with dignity & respect
 - Validate feelings
 - Use helpful & friendly voice

*NDVH, 2012

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Guiding Principles*

- Listen Actively & Empathetically
 - Be present
 - Put yourself in the person's shoes
 - Make the interaction a conversation
 - Provide perspective

*NDVH, 2012

Guiding Principles*

- Promote Self Determination
 - Listen & reflect what the person is saying
 - Be non-judgmental as the person identifies needs & options
 - Support the person's decisions
 - Help identify potential consequences (pros & cons)

*NDVH, 2012

Guiding Principles*

- Make Safety a Priority
 - Give the person the time she/he needs
 - Assist the person as she/he develops a plan and safety plan when needed
 - Help the person access local services in the community and advocate on her/his behalf when requested

*NDVH, 2011

Guiding Principles*

- Balance your needs with those of the person **you are serving**
- Take the time to process difficult interactions
 - Use your fellow advocates for support
 - Regularly assess your emotional state and problem solve with your supervisor
 - Take breaks regularly

*NDVH, 2012

Advocacy and Collaboration

**Coming together is a
beginning; keeping together is progress;
working together is success.”
-Henry Ford**

Advocacy and Collaboration

- Different systems coming together with a common understanding - to help people in need - can be of great benefit to the people we serve
- Work to gain detailed understanding of other systems roles

Individual Advocacy within Systems

Goal:

- to assist a person's navigation of the different systems she or he is involved with as a result of the crime/crisis

Advocacy with different Systems

- Goal: policy & procedure change
- The "big picture"
- To improve a system's response to persons whose lives have been impacted by crime and crisis
 - Housing
 - Law Enforcement policies
 - DCS/CPS Policies
 - Health Care

Who Might We Work With?

- | | |
|----------------------------------|------------------------------------------------|
| • Faith Communities | • CPS/HHS |
| • Batterer Intervention Programs | • Housing Authority |
| • Coordinating Councils | • Medical Entities |
| • Businesses | • Counselors/Therapists |
| • Media | • Substance Abuse/Chemical Dependency Programs |
| • Law Enforcement | • Child Care and Schools |
| • Prosecutors | |
| • Criminal & Civil Courts | |
| • Colleges/Universities | |

Collaborative Systems Work

- Community Response Team
 - Increase support and safety for victims
 - Increase offender accountability
- Have an understanding of each agencies roles & limitations
- Respect each other's roles
- Agree to disagree
- Have confidence in what you do



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Same Goal, Different Paths...

- Each system wants to provide assistance
 - Each system typically has a different way of reaching that goal
- Again, most importantly, respect each other's roles

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Advocacy Recap

- | | |
|--------------------------------|-------------------------------|
| • Listen | • Knowledgeable |
| • Offer guidance/options | • Respectful |
| • Do no harm | • "Do the right thing" |
| • Be compassionate, be kind | • Non-judgmental |
| • No expectations of gratitude | • Offer resources and options |

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